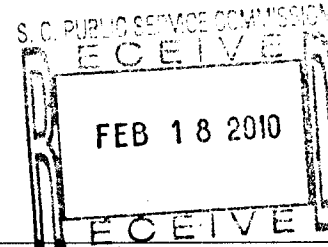




Complaint Form



Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

Print

Date: _____

Complainant or Legal Representative Information: * Required Fields

Name * Jimmy R. Wilson
Firm (if applicable) _____
Mailing Address * 2721 Hwy 252
City, State Zip * Honea Path, S.C. 29654 Phone * (864) 338-5506
E-mail * _____

Name of Utility Involved in Complaint: * Duke Energy

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- | | | | |
|---|--|--|---|
| <input checked="" type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input type="checkbox"/> Other (be specific) _____ | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No Name of ORS Contact: Stacey Rogers

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

ON 9-24-2004 when lights were put in, me and George Beal signed papers, we were told by James Collier of Duke Energy that my bill would be \$63.03. I asked him at that time if there would be any hidden charges. He said "NO". The first year my bill that was sent to George, my bill was \$62.32 a month all year and no sales taxes were added. I did not see the bills until November 2009. When I recovered these bills from Mr. Beal (because he was not paying) I took over. At this time I received and read the SC service agreement. James Collier said he did not tell me about SC sales tax. (This was 5 years later).

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I took these bills and went through five years. 58 months at \$63.03 = 3655.74
We were billed for 58 Months at + 3939.79
Minus Late Fee - 46.53
Difference of 237.52

I feel I should be refunded \$237.52. I am enclosing copies of bills. Thank you for your assistance.

STATE OF SOUTH CAROLINA)
COUNTY OF Anderson)

VERIFICATION

I, Jimmy R. Wilson verify that I have read my complaint filed on 2-16-10
Complainant's Name * Date *

and know the contents thereof, and that said contents are true.

Jimmy R. Wilson
Complainant's Signature *

Internal Use Only

Processed By	Date
H.E.	

H. George Beal
Ave Grands
Belton, SC 29627

DUKE ENERGY
BILLING HISTORY 2nd charges

PREPARED BY: Nicole Carroll 11/04/2009

9-1-04
8-31-09

58 months
3655.74
3928.74

273.00

226.47

Due back -
41.25 + 2.55
Due from Duke

233.27
237.52

Power
Duke

READING DATE	DATE OF BILL	PAST DUE AFTER READING	KWH	REVENUE E BILLED	SALES TAX	PAST DUE AMOUNT	LATE PAY CHARGE	ADJUST- MENTS	TOTAL	DATE OF PMTS	PMT/ADJ AMOUNTS	UNPAID BALANCE	REMARKS
09/02/04	09/03/04	09/28/04											
10/04/04	10/05/04	11/09/04	193	\$84.89		\$ -	\$ -	\$0.00	\$ 84.89			\$ 84.89	
11/02/04	11/03/04	11/29/04	141	\$ 62.12		\$ 84.89	\$ 2.17	\$ (24.86)	\$ 124.32	11/18/04	\$ 186.84	\$ 124.32	Adj No Documentation
12/02/04	12/03/04	12/28/04	141	\$ 62.32		\$ 124.32	\$ -	\$ -	\$ 186.84	12/16/04	\$ 62.32	\$ -	
01/05/05	01/06/05	01/31/05	141	\$ 62.32		\$ -	\$ -	\$ -	\$ 62.32	01/21/05	\$ 62.32	\$ -	
02/02/05	02/03/05	02/28/05	141	\$ 62.32		\$ -	\$ -	\$ -	\$ 62.32	02/14/05	\$ 62.32	\$ -	
03/02/05	03/03/05	03/28/05	141	\$ 62.32		\$ -	\$ -	\$ -	\$ 62.32	03/16/05	\$ 62.32	\$ -	
04/01/05	04/02/05	04/29/05	141	\$ 62.32		\$ -	\$ 0.93	\$ -	\$ 62.32	05/03/05	\$ 62.32	\$ 0.93	
05/03/05	05/04/05	05/31/05	141	\$ 62.32		\$ 0.93	\$ -	\$ -	\$ 63.25			\$ 63.25	
06/02/05	06/03/05	06/28/05	141	\$ 62.32		\$ 63.25	\$ 0.95	\$ -	\$ 126.52	06/07/05	\$ 63.25	\$ 63.27	
07/01/05	07/02/05	08/01/05	141	\$ 62.32		\$ 63.27	\$ 0.95	\$ -	\$ 126.54	07/22/05	\$ 62.32	\$ 64.22	
08/02/05	08/03/05	08/29/05	141	\$ 62.32		\$ 64.22	\$ 0.96	\$ -	\$ 127.50	08/08/05	\$ 127.50	\$ -	
09/02/05	09/03/05	10/03/05	141	\$ 62.32		\$ -	\$ -	\$ -	\$ 62.32	09/27/05	\$ 62.32		
6581		Jun 07	66	10									
6581		Jun 07	66	10									
6581		Mon 07	66	10									
121.61		Mon 07	66	10									
132.61		Mon 07	66	10									
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